

DOCUMENT RESUME

ED 107 987

CE 004 200

AUTHOR Abell, George H.; And Others
TITLE An Analysis of the Terminal Dispatching Occupation.
INSTITUTION Ohio State Dept. of Education, Columbus. Div. of Vocational Education.; Ohio State Univ., Columbus. Trade and Industrial Education Instructional Materials Lab.
SPONS AGENCY Office of Education (DHEW), Washington, D.C.
PUB DATE [75]
NOTE 32p.; For related documents, see CE 004 160-199, CE 004 201-206, CE 004 263-268, and CE 004 425-427
EDRS PRICE MF-\$0.76 HC-\$1.95 PLUS POSTAGE
DESCRIPTORS Communication Skills; *Delivery Systems; *Job Analysis; Knowledge Level; *Occupational Information; Safety; Skill Analysis; Skill Development; *Task Analysis; Task Performance; *Transportation; Work Attitudes
IDENTIFIERS Terminal Dispatchers

ABSTRACT

The general purpose of the occupational analysis is to provide workable, basic information dealing with the many and varied duties performed in the terminal dispatching occupation. The document opens with a brief introduction followed by a job description. The bulk of the document is presented in table form. Three duties are broken down into a number of tasks and for each task a two-page table is presented, showing on the first page: tools, equipment, materials, objects acted upon; performance knowledge (related also to decisions, cues and errors); safety--hazard; and on the second page: science; math--number systems; and communications (performance modes, examples, and skills and concepts). The duties are: routing shipments, communicating with drivers, and maintaining records. A glossary of terminal dispatching terms is appended.
 (BP)

 * Documents acquired by ERIC include many informal unpublished *
 * materials not available from other sources. ERIC makes every effort *
 * to obtain the best copy available. nevertheless, items of marginal *
 * reproducibility are often encountered and this affects the quality *
 * of the microfiche and hardcopy reproductions ERIC makes available *
 * via the ERIC Document Reproduction Service (EDRS). EDRS is not *
 * responsible for the quality of the original document. Reproductions *
 * supplied by EDRS are the best that can be made from the original. *

CE004200

TERMINAL DISPATCHER

U.S. DEPARTMENT OF HEALTH,
EDUCATION & WELFARE
NATIONAL INSTITUTE OF
EDUCATION
THIS DOCUMENT HAS BEEN REPRO-
DUCED EXACTLY AS RECEIVED FROM
THE PERSON OR ORGANIZATION ORIGIN-
ATING IT. POINTS OF VIEW OR OPINIONS
STATED DO NOT NECESSARILY REPRESENT
OFFICIAL NATIONAL INSTITUTE OF
EDUCATION POSITION OR POLICY

Instructional Materials Laboratory
Trade and Industrial Education
The Ohio State University

5166

AN ANALYSIS OF THE TERMINAL DISPATCHING OCCUPATION

Developed By

George H. Abell
Instructor, Distributive Ed.
Ross High School
Hamilton, Ohio

Molly McKnight
Instructor, Distributive Ed.
Westland High School
Columbus, Ohio

Jack Stivers
Instructor, Distributive Ed.
Mt. Healthy High School
Mt. Healthy, Ohio

Occupational Analysis
E.P.D.A. Sub Project 7340.
June 1, 1973 to December 30, 1974
Director: Tom L. Hinds
Coordinator: William L. Ashley

The Instructional Materials Laboratory
Trade and Industrial Education
The Ohio State University

“The activity which is the subject of this report was supported in whole or in part by the U.S. Office of Education, Department of Health, Education, and Welfare. However, the opinions expressed herein do not reflect the position or policy of the U.S. Office of Education, and no official endorsement by the U.S. Office of Education should be inferred.”

TABLE OF CONTENTS

Foreword	v
Preface	vii
Acknowledgment	ix
Job Description	xi
Duties	
A Routing Shipments	1
B Communicating with Drivers	15
C Maintaining Records.	19
Glossary	25

FOREWORD

The occupational analysis project was conducted by The Instructional Materials Laboratory, Trade and Industrial Education, The Ohio State University in conjunction with the State Department of Education, Division of Vocational Education pursuant to a grant from the U.S. Office of Education.

The Occupational Analysis project was proposed and conducted to train vocational educators in the techniques of making a comprehensive occupational analysis. Instructors were selected from Agriculture, Business, Distributive, Home Economics and Trade and Industrial Education to gain experience in developing analysis documents for sixty-one different occupations. Representatives from Business, Industry, Medicine, and Education were involved with the vocational instructors in conducting the analysis process.

The project was conducted in three phases. Phase one involved the planning and development of the project strategies. The analysis process was based on sound principles of learning and behavior. Phase two was the identification, selection and orientation of all participants. The training and workshop sessions constituted the third phase. Two-week workshops were held during which teams of vocational instructors conducted an analysis of the occupations in which they had employment experience. The instructors were assisted by both occupational consultants and subject matter specialists.

The project resulted in producing one hundred two trained vocational instructors capable of conducting and assisting in a comprehensive analysis of various occupations. Occupational analysis data were generated for sixty-one occupations. The analysis included a statement of the various tasks performed in each occupation. For each task the following items were identified: tools and equipment; procedural knowledge; safety knowledge; concepts and skills of mathematics, science and communication needed for successful performance in the occupation. The analysis data provided a basis for generating instructional materials, course outlines, student performance objectives, criterion measures as well as identifying specific supporting skills and knowledge in the academic subject areas.

PREFACE

Training of young people in the distributive occupations has been rather narrowly confined to the actual retailing of goods. Relatively little attention has been given to the other facets of the broad picture involved in moving goods through the distributive channels between producer and consumer. It is with this in mind that the following has been prepared. We analyzed those duties and tasks involved in the day to day operation of a motor freight terminal.

The size of a transportation organization has a great influence on the number of people required to carry on what is essentially a clerical function. By this we refer to those duties which are not related to the actual handling of freight, nor of a managerial nature.

This clerical function we have broken down into that of a dispatcher and a terminal clerk. In a small operation one person might perform both jobs, while in a larger company, from one to three people might share the dispatch operation, and four or more the clerical job.

In this analysis we have tried to include all of the clerical and dispatch duties and tasks performed in the terminal of a common carrier in the trucking industry. Different operations would be necessary in the companies of contract carriers (trucks), the railroad industry or air freight companies. Although the individual tasks might differ, the same basic functions of recordkeeping, dispatching, tracing, cashiering, billing and customer service are found in all areas of the transportation industry.

ACKNOWLEDGMENT

We wish to acknowledge the valuable assistance rendered by the following subject matter specialists. They provided input to the vocational instructors in identifying related skills and concepts of each respective subject matter area and served as training assistants in the analysis process during the two-week workshops.

Rollin M. Barber, Psychology
The Ohio State University
Columbus, Ohio

Jodi Beittel, Communications
Columbus, Ohio

Diana L. Buckeye, Mathematics
University of Michigan
Avon Lake, Ohio

Rick Fien, Chemistry
The Ohio State University
Beachwood, Ohio

N.S. Gidwani, Chemistry
Columbus Technical Institute
Columbus, Ohio

Bruce A. Hull, Biology
The Ohio State University
Columbus, Ohio

Donald L. Hyatt, Physics
Worthington High School
Worthington, Ohio

Glenn Mann, Communications
Columbus, Ohio

Jerry McDonald, Physical Sciences
Columbus Technical Institute
Reynoldsburg, Ohio

Colleen Osinski, Psychology
Columbus Technical Institute
Columbus, Ohio

David Porteous, Communications
University of Connecticut
Colchester, Connecticut

James A. Sherlock, Communications
Columbus Technical Institute
Columbus, Ohio

Jim VanArsdall, Mathematics
Worthington High School
Worthington, Ohio

Lillian Yontz, Biology
The Ohio State University
Caldwell, Ohio

The following individuals are acknowledged for their organizational assistance in identifying and coordinating the vocational instructors and consultants in Distributive Education.

Cathy Ashmore, Director
Distributive Education Instructional
Materials Laboratory
Columbus, Ohio

James R. Gleason
Indian Hills High School
Cincinnati, Ohio

Acknowledgment is extended to the following I.M.L. staff members for their role in conducting the workshops; editing, revising, proofing and typing the analyses.

Faith Justice
Sheila Nelson
Marsha Opritza
Rita Buccilla
Peg Bushelman
Carol Fausnaugh
Mindy Fausnaugh
Rita Hastings
Carol Hicks
Sue Holsinger
Barbara Hughes
Carol Marvin
Patti Nye
Kathy Roediger
Mary Salay

Research Associate
Administrative Assistant
Editorial Consultant
Typist
Typist
Typist
Typist
Typist
Typist
Typist
Typist
Typist
Typist
Typist
Typist

JOB DESCRIPTION

The terminal dispatcher is the person who is responsible for scheduling the delivery and pick-up of all freight moving through a truck terminal. As a coordinator of the activities between customers and drivers, he/she must route shipments, communicate with drivers and customers, and maintain records of all incoming and out going materials and equipment.

Duty A Routing Shipments

- 1 Collect incoming freight bills**
- 2 Route city delivery**
- 3 Receive requests for local freight pick-up**
- 4 Route daily pick-up**
- 5 Route over-the-road shipping**
- 6 Check vehicle weight**

(TASK STATEMENT) COLLECT INCOMING FREIGHT BILLS

12

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY — HAZARD
<p>Box for incoming freight bills</p> <p>Maps</p>	<p>Pick up freight bills</p> <p>Separate trailer loads for those that can be delivered without dock work; and those that require dock work</p> <p>Separate bills according to delivery area</p> <p>Knowledge of delivery areas</p>	
<p><u>DECISIONS</u></p> <p>Decide what constitutes a trailer load requiring no dock work</p> <p>Decide what bills go in what area</p>	<p><u>CUES</u></p>	<p><u>ERRORS</u></p>

SCIENCE

Exhibit capacity to ascertain best service for customer
 Maintain conscious awareness of the need for balance
 between tension and relaxation
 Maintain awareness of physical expressions basic to peak
 physical performance
 Maintain awareness of qualities basic to optimal mental
 performance: attention, observation, concentration,
 mental alertness, mental clarity and organization

MATH - NUMBER SYSTEMS

Whole Numbers
 Number recognition
 Adding

COMMUNICATIONS

PERFORMANCE MODES

Reading

Viewing

EXAMPLES

Freight bills

Maps

SKILLS/CONCEPTS

Terminology
 Informational reports
 Comprehension

Recognize symbols, codes, and
 emble.

(TASK STATEMENT) ROUTE CITY DELIVERY

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY -- HAZARD
<p>List of regular city delivery drivers</p> <p>List of equipment assigned city delivery</p> <p>Driver trip sheet</p> <p>Adding machine</p> <p>Map</p> <p>Telephone</p> <p>List of extra drivers</p>	<p>Knowledge of delivery areas</p> <p>Assign drivers to delivery areas</p> <p>Make up drivers trip sheets</p> <p>Schedule equipment to be used</p>	
<p><u>DECISIONS</u></p> <p>Decide what equipment is added</p> <p>Decide if extra drivers are needed</p> <p>Decide where extra drivers will go</p>	<p><u>CUES</u></p>	<p><u>ERRORS</u></p>

MATH -- NUMBER SYSTEMS		SCIENCE
<p>Whole numbers</p> <p>Number recognition</p> <p>Adding</p>		<p>Exhibit capacity to ascertain best service for customer</p> <p>Maintain conscious awareness of the need for balance between tension and relaxation</p> <p>Maintain awareness of physical expressions basic to peak physical performance</p> <p>Maintain awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental alertness, mental clarity and organization</p>
COMMUNICATIONS		
PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
<p>Reading</p> <p>Writing</p> <p>Speaking</p>	<p>Freight bills</p> <p>Driver's trip sheet</p> <p>Telephone</p>	<p>Terminology</p> <p>Informational reports</p> <p>Comprehension</p> <p>Terminology</p> <p>Informational reports</p> <p>Terminology</p>

(TASK STATEMENT) RECEIVE REQUESTS FOR LOCAL FREIGHT PICK-UP

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY -- HAZARD
<p>Telephone</p> <p>Dispatch sheet</p> <p>Clipboard</p>	<p>Answer telephone</p> <p>Schedule requests on dispatch sheet</p>	
<p><u>DECISIONS</u></p> <p>Decide who will handle requests</p>	<p><u>CUES</u></p> <p>Knowledge of established routes</p>	<p><u>ERRORS</u></p> <p>Incorrect information creates such problems as sending a truck too small for the load, sending the truck the wrong time to the wrong place, and failing to find out shipping and billing information</p>

SCIENCE

Listen openly and attentively in this communication process
 Exhibit qualities of tact, consideration and graciousness
 Grant appropriate regard for customers unique needs
 Exhibit capacity to ascertain best service for the customer
 Communicate pride in establishment
 Maintain capacity to perceive, quickly integrate, and function well in the face of unexpected situational variables

MATH — NUMBER SYSTEMS

Whole numbers [number recognition]
 Addition and subtraction
 Use of Numbers (without calculation)
 Counting, Coding [company code], Recording [tallying]
 Basic Arithmetic Skills and Concepts
 Ratio and proportion
 Estimation techniques (emphasis on linear measure, area, weight, volume)
 Basic Measurement Skills and Concepts
 "Measure sense"/role of "unit", Measurement: non-geometric; time, temperature, liquid, dry
 Use of Computing Devices and Mechanical Aids
 Adding machine

COMMUNICATIONS

PERFORMANCE MODES

Listening

Speaking

Writing

EXAMPLES

Telephone

Telephone

Memo pad

SKILLS/CONCEPTS

Noise discrimination

Note taking

Terminology

Memo format

(TASK STATEMENT) ROUTE DAILY PICK-UPS

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY -- HAZARD
<p>Sales person's list of new pick-up points</p> <p>List of established daily pick-ups</p> <p>Dispatch sheets</p> <p>Clipboard</p> <p>Adding machine</p> <p>Maps</p> <p>Telephone</p>	<p>Route daily routine freight pick-ups and pick-ups from other routes</p> <p>Record on dispatch sheet</p> <p>Know city and other areas where pick-ups are to be routed</p> <p>Assign equipment listed on tote-board to routes</p> <p>Schedule drivers</p> <p>Notify standby or part-time drivers needed</p>	
<p><u>DECISIONS</u></p> <p>Decide what routes need as far as equipment is concerned</p> <p>Decide who the part-time or standby drivers will be</p> <p>Decide where they will work</p>	<p><u>CUES</u></p>	<p><u>ERRORS</u></p>

SCIENCE

Exhibit capacity to ascertain best service for customer
 Maintain conscious awareness of the need for balance
 between tension and relaxation
 Maintain awareness of physical expressions basic to peak
 physical performance
 Maintain awareness of qualities basic to optimal mental
 performance: attention, observation, concentration,
 mental alertness, mental clarity and organization
 Exhibit qualities of tact and consideration in
 communications with drivers

MATH - NUMBER SYSTEMS

Whole numbers [number recognition]
 Fundamental Operations (Calculation)
 Addition, Subtraction, Multiplication, Division
 Use of Numbers (without calculation)
 Counting, Coding
 Estimation techniques
 Measurement: geometric; linear, area, volume
 Measurement: non-geometric; time, temperature,
 weight, liquid, dry
 Use of Computing Devices and Mechanical Aids
 Adding machine
 Read and interpret tables, charts and graphs
 maps

COMMUNICATIONS

PERFORMANCE MODES

Reading

Writing

Speaking

EXAMPLES

Dispatch sheet
 Map

Dispatch sheet

Telephone

SKILLS/CONCEPTS

Detail

Terminology

Informational reports

Informational report

Terminology

Memo format

Terminology

(TASK STATEMENT) ROUTE OVER-THE-ROAD SHIPPING

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY -- HAZARD
<p>Bills of lading List of regular drivers List of part-time drivers Toteboard on available equipment Dispatch sheets on less than truck load and truckload shipments Trip records of drivers Maps Adding machine Telephone</p>	<p>Knowledge of service areas including commercial areas Assign regular drivers to regular runs Schedule equipment to be used for the above Assign part-time drivers to runs Schedule equipment to part-time drivers</p>	
<p><u>DECISIONS</u></p> <p>Decide what routes need as far as equipment is concerned Decide who the part-time or standby drivers will be Decide where they will work</p>	<p><u>CUES</u></p>	<p><u>ERRORS</u></p>

SCIENCE

Exhibit capacity to ascertain best service for customer
 Maintain conscious awareness of the need for balance
 between tension and relaxation
 Maintain awareness of physical expressions basic to peak
 physical performance
 Maintain awareness of qualities basic to optimal mental
 performance: attention, observation, concentration,
 mental alertness, mental clarity and organization
 Exhibit qualities of tact and consideration in
 communications with drivers

MATH -- NUMBER SYSTEMS

Whole numbers [number recognition]
 Fundamental Operations (Calculation)
 Addition, Subtraction, Multiplication, Division
 Use of Numbers (without calculation)
 Counting, Coding
 Estimation techniques
 Measurement: geometric; linear, area, volume
 Measurement: non-geometric; time, temperature,
 weight, liquid, dry
 Use of Computing Devices and Mechanical Aids
 Adding machine
 Read and interpret tables, charts and graphs
 Maps

COMMUNICATIONS

PERFORMANCE MODES

Reading

Writing

Speaking

EXAMPLES

Freight: bill

Drivers' route sheet

Telephone

SKILLS/CONCEPTS

Terminology
 Informational reports
 Comprehension

Terminology
 Informational reports

Terminology

(TASK STATEMENT) CHECK VEHICLE WEIGHT

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY -- HAZARD
<p>Truck</p> <p>Scales</p> <p>Manifests</p> <p>Weight slips</p> <p>Adding machine</p>	<p>Have truck pull onto scales</p> <p>Weigh front axle or axles</p> <p>Compare weight to legal maximum weight</p> <p>Weigh back axle or axles</p> <p>Compare weight to legal maximum weight</p> <p>Total gross weight from freight bills of all items in shipment</p> <p>If 1 axle or the other is over, but gross weight is legal, adjust rear tandems to assure proper weight distribution and reweigh truck</p> <p>If load is over gross, arrange to remove excess weight</p> <p>Record weights on weight slips and attach to manifest</p>	
<p><u>DECISIONS</u></p> <p>What should be removed if truck is over legal maximum (gross)</p>	<p><u>CUES</u></p> <p>What is on the back of the truck, their weight and bulk</p>	<p><u>ERRORS</u></p> <p>Weighing it wrong</p> <p>Adding it wrong (for gross)</p>

SCIENCE		MATH — NUMBER SYSTEMS
Inertia and momentum (body at rest and body in motion) [Balance] Exhibit capacity to ascertain best service for customer Maintain conscious awareness of the need for balance between tension and relaxation Maintain awareness of physical expressions basic to peak physical performance Maintain awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental alertness, mental clarity and organization	Whole numbers [number recognition] Use of Numbers (without calculation) Counting, Coding [Company code], Recording Fundamental Operations (Calculation) Addition, Subtraction, Multiplication, Division Estimation techniques (emphasis on weight) Use of Computing Devices and Mechanical Aids Adding machine	
COMMUNICATIONS		
PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	PA system Voice only	Terminology
Writing	Weight slips	Terminology Informational reports
Reading	Scale	Terminology Comprehension

COMMUNICATIONS

Duty B Communicating with Drivers

- 1 Maintain radio and telephone contact with drivers**

(TASK STATEMENT) MAINTAIN RADIO AND TELEPHONE CONTACT WITH DRIVERS

25

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY -- HAZARD
<p>Citizen band radio</p> <p>Telephone</p> <p>Maps</p>	<p>Receive calls from drivers for:</p> <ul style="list-style-type: none">Break-downsAnswers to customer's questionsAdvice on special types of freight pick-upsReports on overages or shortages <p>Call drivers for:</p> <ul style="list-style-type: none">Additional pick-upsProviding aid to another driverCheck on location at the timeInformation or advice on expediting freightAdditional instructions	<p>Fire</p> <p>Electrical shock</p>
<p><u>DECISIONS</u></p> <p>Decide which drivers should handle new pick-ups</p> <p>Advise drivers on how to take care of breakdowns when away from terminal repair service area</p>	<p><u>CUES</u></p>	<p><u>ERRORS</u></p>

ASK STATEMENT) MAINTAIN RADIO AND TELEPHONE CONTACT WITH DRIVERS

SCIENCE		MATH - NUMBER SYSTEMS
<p>Exhibit capacity to ascertain best service for customer</p> <p>Maintain conscious awareness of the need for balance between tension and relaxation</p> <p>Maintain awareness of physical expressions basic to peak physical performance</p> <p>Maintain awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental alertness, mental clarity and organization</p> <p>Listen openly and attentively in this communication</p> <p>Exhibit qualities of tact and consideration</p>		<p>Fundamental Operations (Calculation)</p> <p>Addition, Subtraction, Multiplication, Division</p> <p>Use of Numbers (without calculation)</p> <p>Counting, Coding</p> <p>Basic Arithmetic Skills and Concepts</p> <p>Guess and check method, Rule of thumb</p> <p>Use of Computing Devices and Mechanical Aids</p> <p>Adding machine</p> <p>“Measure sense”, role of “unit”, Instruments</p> <p>Given an instrument of Measure, determine precision, and/or accuracy with respect to relative error, significant digits and tolerance [Measuring]</p> <p>Measurement: non-geometric</p> <p>time, temperature, weight, liquid, dry</p>
COMMUNICATIONS		
PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Radio Telephone	Terminology
Listening	Telephone	Discriminate facts Note taking
Reading	Reports	Detail informational reports Terminology
Writing	Reports	Progress reports Terminology Detail

Duty C Maintaining Records

- 1 Maintain record of equipment (toteboard)
- 2 Maintain record of interline equipment exchange

(TASK STATEMENT) MAINTAIN RECORD OF EQUIPMENT (TOTEBOARD)

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY -- HAZARD
<p>Large bulletin board, black board, or chart referred to as the tote-board</p> <p>Chalk, pins, or other means of posting the board</p> <p>Dispatch sheets</p> <p>Interline exchange records</p> <p>Teletype</p>	<p>Divide board into appropriate sections</p> <p>Record appropriate information</p> <p>Revise when appropriate</p> <p>Determine nature and characteristics of freight to be moved</p>	
<p><u>DECISIONS</u></p> <p>Decide what equipment should be used</p>	<p><u>CUES</u></p>	<p><u>ERRORS</u></p> <p>Wrong choice in equipment could cause trailers to be reloaded</p>

TASK STATEMENT) MAINTAIN RECORD OF EQUIPMENT (TOTE BOARD)

SCIENCE		MATH -- NUMBER SYSTEMS
Exhibit capacity to ascertain best service for customer Maintain conscious awareness of the need for balance between tension and relaxation Maintain awareness of physical expressions basic to peak physical performance Maintain awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental alertness, mental clarity and organization		Whole numbers [Number recognition] Use of Numbers (without calculation) Counting, Coding [Company code], Recording
COMMUNICATIONS		
PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Reading	Tote board Dispatch sheets	Comprehension Terminology Detail Informational reports Progress report
Writing	Tote board	Progress report Terminology Detail Clarity

(TASK STATEMENT) MAINTAIN RECORD OF INTERLINE EQUIPMENT EXCHANGE

TOOLS, EQUIPMENT, MATERIALS, OBJECTS ACTED UPON	PERFORMANCE KNOWLEDGE	SAFETY - HAZARD
<p>Telephone</p> <p>Teletype</p> <p>Adding machine</p> <p>Maps</p>	<p>Knowledge of other motor freight lines serving same and adjacent areas</p> <p>Exchange equipment when necessary</p> <p>Maintain records on exchanged equipment</p>	
<p><u>DECISIONS</u></p> <p>Decide what equipment should be used</p>	<p><u>CUES</u></p>	<p><u>ERRORS</u></p> <p>Wrong choice in equipment could cause trailers to be reloaded</p>

SCIENCE		MATH - NUMBER SYSTEMS
Exhibit capacity to ascertain best service for customer Maintain conscious awareness of the need for balance between tension and relaxation Maintain awareness of physical expressions basic to peak physical performance Maintain awareness of qualities basic to optimal mental performance: attention, observation, concentration, mental alertness, mental clarity and organization		Whole numbers [Number recognition] Use of Numbers (without calculation) Counting, Coding [Company code], Recording
COMMUNICATIONS		
PERFORMANCE MODES	EXAMPLES	SKILLS/CONCEPTS
Speaking	Telephone	Terminology
Reading	Freight bill	Informational report Terminology
Listening	Telephone	Terminology Discriminate facts Note taking
Writing	Records	Informational report Terminology

GLOSSARY

Accounts receivable - All unpaid freight bills
Bill of Lading - (B/L), Contract between shipper and carrier (freight company)
Commodity rate - Special rate governing volume or truck load movement between two specific points on a certain commodity
Consignee - Person who receives freight that is shipped
Consignor - Person who ships freight
Dispatch sheet - Large worksheet on which is recorded requests of customers for pick-ups
Expedite freight - Anything done to make delivery faster or easier for the customer
Extensions - Multiplying weight times rate and recording total price on a bill of lading
Free astray - No charge freight bill
Freight bill - Invoice that informs shipper or receiver of the freight charges that are due and that identifies a shipment from pick-up to final delivery
Interline freight - Freight that requires the handling of more than one common carrier to reach its final destination
LTL - Less than a full truck load
Manifest - List of freight bills loaded on one truck
National motor freight classification (NMFC) - Listing of all products and commodities moving by common carriers containing official classification of each item for rate purposes
O.S. and D. - Any reference to overage, shortage or damage to merchandise
Origin terminal - The point from which merchandise is first shipped by the carrier (original pick-up point)
Over-the-road - Any shipment sent outside the local area
Pro number - Freight bill number assigned by the freight company
Rate split - Division of freight revenue between two or more common carriers
Routing - Scheduling the order of pick-up or delivery of freight
Tandems - Twin axles, each with four wheels mounted on the rear of a semi trailer
Tariff - Official price list authorized by the I.C.C. outlining all rates and rules governing the movement of freight between different areas
Tariff supplement - Publications of I.C.C. detailing price and rate changes
Tote board - Bulletin board that lists all equipment available to a terminal and the location of that equipment
Trip sheet - Driver's list of bills and delivery or pick-up points